



## **SMALL BUSINESS ADMINISTRATION**

### **Data Collection Available for Public Comments**

**ACTION:** 60-day notice and request for comments

**SUMMARY:** The Small Business Administration (SBA) intends to request approval, from the Office of Management and Budget (OMB) for the collection of information described below. The Paperwork Reduction Act (PRA) requires federal agencies to publish a notice in the Federal Register concerning each proposed collection of information before submission to OMB, and to allow 60 days for public comment in response to the notice. This notice complies with that requirement.

**DATES:** Submit comments on or before [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]

**ADDRESSES:** Send all comments to Cynthia Pitts, Director, Office of Disaster Assistance, Small Business Administration, Washington, DC 20416.

**FOR FURTHER INFORMATION CONTACT:** Cynthia Pitts, Director, Office of Disaster Assistance, [Cynthia.pitts@sba.gov](mailto:Cynthia.pitts@sba.gov) 202-205-7570, or Curtis B. Rich, Management Analyst, 202-205-7030, [curtis.rich@sba.gov](mailto:curtis.rich@sba.gov);

**SUPPLEMENTARY INFORMATION:** A team of Quality Assurance staff at the Disaster Assistance Center (DASC) will conduct a brief telephone survey of customers to determine their satisfaction with the services received from the (DASC) and the Field Operations Centers. The result will help the Agency to improve where necessary, the delivery of critical financial assistance to disaster victims.

### **Solicitation of Public Comments:**

SBA is requesting comments on (a) Whether the collection of information is necessary for the agency to properly perform its functions; (b) whether the burden estimates are accurate; (c) whether there are ways to minimize the burden, including through the use of

automated techniques or other forms of information technology; and (d) whether there are ways to enhance the quality, utility, and clarity of the information.

**Summary of Information Collection:**

**OMB Control Number 3245-0370**

**Title:** Disaster Assistance Customer Satisfaction Survey

**Description of Respondents:** Disaster Customers satisfaction with service received

**Form Number:** SBA Form 2313FOC, 2313CSC

**Total Estimated Annual Responses:** 2,400

**Total Estimated Annual Hour Burden:** 199

**Curtis Rich,**  
*Management Analyst.*

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